



**State of Rhode Island
Department of Administration / Division of Purchases
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May 5, 2016

ADDENDUM # 1

RFP: #7550526

Title: HEALTH CARE TECHNICAL SERVICES

Bid Closing Date & Time: May 19, 2016 at 10:00 AM (Eastern Time)

Notice to Vendors:

**ATTACHED ARE VENDOR QUESTIONS WITH STATE RESPONSES.
NO FURTHER QUESTIONS WILL BE ANSWERED.**

**David J. Francis
Interdepartmental Project Manager**

Interested parties should monitor this website, on a regular basis, for any additional information that may be posted.

Vendor Questions for RFP # 7550526 HEALTH CARE TECHNICAL SERVICES

Question 1: Is the State open to adding technical tools to the project such as a reporting tool, dashboards to capture gaps/trends, and/or an analytics/BI tool?

Answer to question 1: Yes, bidder may add technical tools to the project.

Question 2: Current activity for the EHR incentive program, PCMH and the Premium Assistance Program were not included in Section 3.0, SOW. Would the State clarify if this information should be included in Bidders proposals? (3.0 Scope of Work)

Answer to question 2: Yes, this information should be included in the Bidder's proposal. PCMH activity, although not specified is embedded in 3.1.1, 3.1.9, and 3.1.10. Premium Assistance Program activity is specified in sections 3.1.4, 3.1.7, 3.1.8.3, and 3.2.1.3. EHR incentive program activity involves a full time program manager to administer a financial incentive program to eligible providers and hospitals for adopting, implementing, upgrading, and meaningfully using Certified Electronic Health Record Technology.

Question 3: To allow Bidders to provide highly detailed proposals that will allow the State to make a more informed decision, may Bidders also provide a redacted copy with confidential information blacked out that would be released upon a Freedom of Information Act request? (1.0, Introduction, #10- page 5)

Answer to question 3: Yes, but please be advised that the state is ultimate decision-maker as to what should or should not be disclosed.

Question 4: What kind of services does the State contemplate the Contractor providing to the Exchange? (1.0, Introduction, #16- page 6)

Answer to question 4: #16, page 6 was included in error. The bidder is not expected to carry out responsibilities of a health insurance exchange, except for general coordination of Medicaid programs relating to eligibility and enrollment.

Question 5: There appears to be some discrepancies in the SOW section and Attachment A of the RFP. The Task and Activity by position do not match what is listed in RFP Section 3.0, Statement of Work.

For example, SOW Section 3.1.2.1, Money Follows the Person (MFP) Demonstration Project states that the Contractor will "Provide a half-time Data Analyst Specialist dedicated to the MFP demonstration" and Attachment A, has a Data Analyst is 1.0 FTE for Task 1 – Activity 1 Long-Term Care Rebalancing Money Follows the Person (MFP) Demonstration Project.

Would the State verify whether Bidders should use the Task and Activity listed by position description in Attachment A or in the Statement of Work for each Task and Activity?

(Section 3.1.2.1, and
Attachment A, Estimated Full Time Equivalent (FTE) Positions, pages 10 and 31)

Answer to question 5: Attachment A has been amended for clarification. The minimum FTE's are included as an illustrative example of the technical assistance needs of the State and not as specific requirements.

Question 6: Can the State clarify the clinical credentials and/or experience for the dental health professional? (Section 3.1.5, Activity 5, Clinical Consultation, page 12)

Answer to question 6: Professional should be a dentist or a dental hygienist or a Master's prepared professional in a related field with a concentration in oral health, such as an MPH with experience in government program administration related to dental programs.

Question 7:

- a. Can the State clarify the requirement for a member satisfaction survey to be administered every two years?
- b. Is it the State's expectation that the Contractor would be responsible for either executing a member satisfaction survey or for engaging the services of an NCQA-certified CAHPS® survey subcontractor?
- c. If the response to either of the above questions is yes, could the State confirm whether the member satisfaction survey is to be focused exclusively on Medicaid-enrolled adults?
- d. If the response to questions a) and b) is no, then does the State intend for the Contractor to provide technical assistance to the RI EOHHS as the State conducts a member satisfaction survey? (Section 3.1.6, Activity 6, Health Plan & Clinical Programs Oversight and Monitoring- page 12)

Answer to question 7: The State requests that the Contractor conduct a member satisfaction survey every two years, with a focus on all Medicaid-enrolled individuals. This is to include developing a sampling algorithm, development of a survey tool, preparation for mailing, management of responses, analysis of responses, and follow-up recommendations.

Question 8: Attachment A includes staffing for 7 FTEs for 3.1.6 Activity 6. Would the State clarify if Activity 6 includes the ICI programs in the MCOs? (3.1.6 Activity 6 and Attachment A- pages 12 and 31)

Answer to question 8: The ICI staffing is included under the Long-term care rebalancing staffing.

Question 9: The description outlined in Section 3.1.7, Activity 7 includes a requirement for the Contractor to provide expert technical assistance and support in the oversight and monitoring of the Managed Care Performance Goal Program, including the RIte Share Premium Assistance Program as well as the Accountable Entities who are contracted with the MCOs. Would the State clarify if the RIte Share Premium Assistance Program should be included in this requirement? (3.1.7 Activity 7- page 13)

Answer to question 9: Yes, but should have been written as: As well, the Contractor will provide technical assistance and support in the oversight and monitoring of the RIteShare Premium Assistance Program.

Question 10: In Attachment A and SOW requirement 3.1.10, Activity 10, there are no staffing requirements provided. Would the State clarify if there are additional FTEs specifically required for Activity 10 in addition to the FTE requirement outlined in Section 3.1.6 Activity 6? (3.1.10 Activity 10, page 16)

Answer to question 10: See amended Attachment A

Question 11: Please confirm that there is no separate place that Bidders are supposed to list rates for Task 5 and that Task 5 rates would be the same as those bid under Tasks 1-3 and Task 4 for the appropriate positions.
(Section 3.5 Task 5, page 21)

Answer to question 11: Confirmed.

If the State chooses to exercise Task 5, then it will bid it out with the successful vendor on a time and material basis. Rates must be equal to or less than the rates established within the Purchase Order.

Question 12: We understand the State's right to obtain the services that it chooses, however, will the State please confirm that in the event the State changes the scope of work or adds new work, that the State will enter into an Amendment and Change Order, in accordance with the terms of the Contract, in order for the Contractor to be paid for the new or modified work?

Section 3.5

(Task 5, Special Projects/ Enhancement Activities -page 22)

Answer to question 12: Confirmed.

Question 13: Due to the nature of the type of consulting work requested by the RFP, many small entities with only a small number of employees have the requisite experience to assist the Contractor in providing the services. Some entities even have only a single employee. For those entities that are small who are providing consulting services to the Contractor to service the State, would the State agree to allow the Contractor to consider the small entities as vendors, exempt from the subcontractor requirements of the RFP? (Section 4.1.2- page 22)

Answer to question 13: The State is seeking one Contractor to support this RFP. The Contractor may sub-contract out specific tasks but remains responsible as indicated in Section 4.0.

Question 14: Would the State elaborate on payment for travel. Once the contract is awarded, will the Contractor be responsible for paying all travel cost or, instead, will the Contractor be reimbursed at actual cost plus a percentage for approved travel? (4.1.9-page 23)

Answer to question 14: Contractor is responsible for paying for all travel costs. Some travel may be included in proposal, such as travel to conferences, etc. related to a specific tasks described.

Question 15: Could the State provide any additional information about the timeframe (i.e., noticing period) that would be associated with any notification to the Contractor in the event that the State elected to decrease the staffing levels associated with this procurement? (Section 4.2, Contract Term- page 23)

Answer to question 15: The State will provide adequate notice- no less than 30 days.

Question 16: Section 5.4 indicates a description of the work plan tasks and proposed approach and methodology is required. In Section 7.0 the RFP indicates an actual work plan is required. Can the State please confirm that a work plan is not required as part of the proposal submission?

5.4, Workplan/ Proposed Approach

(7.0, Evaluation and Selection -pages 24 and 26)

Answer to question 16: The Bidder shall describe its understanding of the State's requirements, including the approach and/or methodology to be employed.

Question 17: Attachment A has been completed by the State. Would the State confirm that vendors are supposed to complete and submit Attachment A-1 with our proposal and that Attachment A is informational only? (5.4.2- page 25)

Answer to question 17: Confirmed, Attachment A is informational only

Question 18: Please confirm that the "annual rates" detailed in Attachments B-1 and B-2 should be representative of salary costs only and that additional costs for benefits, overhead, and profit should be separately itemized on rows on Attachments C-1 and C-2. (Section 6, Cost Proposal- page 25)

Answer to question 18: Attachments B should be inclusive of fully loaded rates, including benefits and overhead. Attachments C should separate costs for salary and fringe.

Question 19:

- a) Would the State please confirm that the only signed forms required with the proposal submission are the R.I.V.I.P and W-9 forms?
- b) Would the State please clarify where in the proposal response Bidders should place the two required signed forms (R.I.V.I.P and W-9)?

(8.0, Response Contents- page 28)

Answer to question 19: Vendor should include one (1) signed RIVIP form and one W9 form in the original technical proposal only.

Question 20: Would the State confirm that the transmittal letter, required forms and Attachment D, Technical Proposal Checklist Summary, should be included at the beginning of the technical proposal? (8.0, Response Contents -page 28)

Answer to question 20: Confirmed

Question 21: When completing Attachment B1 “Annual Rates” for labor for the Contract Period 1 time frame please confirm the following approach is correct for showing the “annual rate” for Year 1. Example - \$100,000 per year is cost for 12 months of work but Contract Period 1 rate should only show \$75,000 for 9 out of 12 months? (Attachment B-1, Cost Proposal –page 35)

Answer to question 21: Confirmed

Question 22: Please confirm that costs for Tasks 1-3 can be combined onto Attachment B-1 without separating out what positions are associated with each of the 3 Tasks individually?(Attachment B-1, Cost Proposal page 35)

Answer to question 22: All staff should be included and listed individually as provided in example. All staff by name is required, but not by task.

Question 23: Please confirm that the detailed breakdown of “annual rates” and subcontractor hourly rates are only required for the base contract period in Attachments B-1 and B-2 and that the detailed breakdown supporting annual rates and subcontractor hourly rates for the option years is not required (beyond the totals contained on Attachments C-1 and C-2) –(Attachment B-1 and B-2, Cost Proposal- page 35-36)

Answer to question 23: Confirmed

Question 24: Please confirm that Bidders may add rows to Attachments B-1, B-2, C-1, and C-2 to add positions or subcontractors as necessary (Attachment B-1, B-2, C-1, and C-2, Cost Proposal- pages 35-39)

Answer to question 24: Confirmed

Question 25: Please confirm that subcontractor costs should be presented in the form of an “hourly rate” like \$100 per hour, while vendor employees should be shown as an “annual rate” such as \$100,000 per year. (Attachments B-1, B-2, C-1 and C-2, Cost Proposal, pages 35-39)

Answer to question 25: Confirmed

Question 26: Please indicate how (and where) the vendors should show the total expected hours per year for a subcontractor (for the purposes of showing total expenses on Attachment C-1 and Attachment C-2 for subcontractor costs that assuming that Bidders should take the total hourly rate on Attachment B-1 and B-2 multiplied by the expected number of hours per year equals the total subcontractor costs on Attachment C-1 and C-2). (Attachments B-1, B-2, C-1 and C-2, Cost Proposal, pages 35-39)

Answer to question 26: Bidder may add a column in Attachment B-2

Question 27: Please indicate how (and where) the vendors should show the total expected hours per year for an employee if an employee is not full time. For the purposes of showing total expenses on Attachment C-1 and Attachment C-2 for labor costs please confirm that Bidders should take the total annual rates on Attachment B-1 and B-2 and adjust them to reflect whatever partial full time equivalent is appropriate and show these totaled labor costs per year. For example, if a position is 50%, but the person earns \$100,000 for a complete year, the amount on B-1 and B-2 should reflect the amount for 100% of time (\$100,000) but on C-1 and C-2 the total labor costs for that position should only reflect \$50,000 (\$100,000 x 50%)? Attachments B-1, B-2, C-1 and C-2, Cost Proposal- pages 35-39)

Answer to question 27: Confirmed

Question 28: Please confirm that Bidders may add rows to Attachment C-1 and C-2 to show itemization of overhead, profit, benefits, etc. (Attachment C-1 and C-2, Cost Proposal – pages 38-39)

Answer to question 28: Confirmed

Question 29: Will the State please confirm that if a change in law results in a change in scope that may increase the contract price that this change in scope will be handled by the amendment or modification process as outlined in the RFP? (Agreement Paragraph 2, Performance, pages 43-44)

Answer to question 29: Confirmed

Question 30: Will the State confirm that if they are invoiced the total not to exceed budget amount that the Contractor will be under no obligation to continue to perform unless the amount is increased through an amendment to the Agreement? (Agreement Paragraph 6, Budget- page 45)

Answer to question 30: Confirmed

Question 31: If the contract is terminated as a result of the State's unavailability of funds, which is not due to the breach or default of the Contractor, will the State consider paying the Contractor for its costs upon termination, including, the Contract price(s) for completed deliverables delivered to and accepted by the State, a price commensurate with the actual cost of performance for partially completed deliverables, the recovery of allowable costs incurred or obligated but unbilled as of the date of termination, unamortized costs, costs incurred in the performance of the work terminated, including, but not limited to start-up costs and preparatory expense allocable thereto, the cost of settling and paying termination settlements under terminated subcontracts and leases, accounting, legal, clerical, and other expenses reasonably necessary for the preparation and negotiation of termination settlement proposals and the termination claim; and a fair and reasonable profit on the foregoing costs for work performed? (Agreement, Paragraph 8 Termination and/or Default of Agreement, item d- page 46)

Answer to question 31: The State cannot agree to pay Contractor's costs, expenses, settlements, fees, profits or other expenses upon termination of the contract.

Question 32: Will the State please confirm that the definition of Proprietary Software in Paragraph 31 (Ownership) of the RFP is applicable to this Paragraph 15 on Copyrights, and that the State has no desire to copyright any of the Contractor's Proprietary Software that was developed before, after, or outside of the Contract, but during Term, and for which the State has not paid for? (Agreement, Paragraph 15 Copyrights- page 53)

Answer to question 32: The State has no desire to copyright any of the Contractor's Proprietary Software

Question 33: The State requires the Contractor to "abide by all applicable, current and as amended Federal and State laws and regulations". Will the State agree to execute an Amendment and Change Order, in accordance with the terms of the Contract, in order for the Contractor to be paid for complying with new or amended laws not contemplated during the RFP procurement process? (Agreement, Paragraph 23 Security and Confidentiality –page 59)

Answer to question 33: If the scope of work changes, an amendment to the contract and PO will be executed.

Question 34: Proprietary Software may also be developed by the Contractor during the Term of the Contract, but not for this Contract specifically. Would the State revise the definition of Proprietary Software owned by the Contractor to include that software developed by the Contractor before and after the Contract Term, and also to include software developed during the Term of the Contract, where development of the software is not paid for by the State? (Agreement, Paragraph 31 Ownership- page 65)

Answer to question 34: Yes, the State would be willing to discuss modifications as described herein.

Question 35: In the last sentence, did the State mean to say “mediation” is stayed instead of “arbitration”? (Agreement Paragraph 34 Disputes, page 67)

Answer to question 35: No

Question 36: Since there is no system takeover contemplated by the scope of services set forth in the RFP, what will be the State’s triggering mechanism to refund any liquidated damages that have been imposed on the Contractor and retained by the State? Addendum XIII Liquidated Damages- page 87)

Answer to question 36: A Contractor may request a refund of liquidated damages wrongfully retained by the State and any dispute regarding imposition of liquidated damages may be resolved pursuant to Paragraph 34.

Question 37: The indemnification required by the Contractor in the Business Associate Agreement is very broad in that it requires the Contractor to indemnify the State for claims

“incurred as a result of, or arising directly or indirectly out of or in connection with any acts or omissions of Business Associate, its employees, agents, representatives or subcontractors, under this Business Associate Agreement, including, but not limited to, negligent or intentional acts or omissions.” The Contractor would be required to indemnify the State, even if the Contractor is not at fault. Would the State please limit this indemnity to third party claims and only for the Contractor’s negligence or intentional acts or omissions? (Addendum XIX Business Associate Agreement Addendum, Section 7.m- page 100)

Answer to question 37: The Business Associate Agreement requires the Contractor to maintain insurance coverage such that it may indemnify, hold harmless and defend the State against claims incurred as a result of, or arising directly or indirectly out of or in connection with any acts or omissions of the Business Associate. Any modification of the Business Associate Agreement’s indemnification language requires approval of the Executive Office of Health and Human Services and may require additional approval from other entities. The State cannot make such commitments to modification of the language at this time.

Question 38: Can EOHHS please confirm that the State’s Minority Business Enterprise (MBE) requirements are a goal and that Offerors are not required to partner with a MBE for this procurement? (Section 1 Introduction, Instructions and Notifications to Offerors number 14, page 5. The vendor should be aware of the State’s Minority Business Enterprise (MBE) requirements, which address the State’s goal of ten percent (10%) participation by MBE’s in all State procurements. For further information visit the website www.mbe.ri.gov)

Answer to question 38: The successful vendor is required to work with the Office of Diversity, Equity and Opportunity around meeting the MBE goals where opportunities exist.

Question 39: Are Offerors required to submit their procedures and policies demonstrating compliance in this area in their proposals?

(Section 3 Scope of Work, page 7 “The Contractor shall ensure that all staff completes non-disclosure agreements related to EOHHS work. The Contractor must submit to EOHHS their procedures and policies demonstrating compliance in this area”.)

Answer to question 39: The Contractor will need to submit evidence of compliance to the State in this area.

Question 40: Does the State have an anticipated or approximate award date? (page 4, section 1)

Answer to question 40: Anticipated award notification by August 1, 2016.

Question 41: Is the State currently working with one or more companies to provide the services requested in this RFP? If so, which company (ies) is/are providing these services and are they eligible to propose on this RFP? (page 7, section 3)

Answer to question 41: The State is currently working with Xerox, State Healthcare , LLC and they are eligible to propose on this RFP.

Question 42: For the MFP Project Director and Deputy Project Director positions, is the State looking for respondents to propose individuals for those roles as part of our response or are you looking for us to fill those roles post award in consultation with Medicaid Leadership? (page 10, section 3.1.2.1)

Answer to question 42: Either, but the State must approve.

Question 43: Does the Info Line already exist and the selected Contractor will provide resources to support the Info Line? Or are you looking for the selected Contractor to establish, maintain, and staff the Info Line? (page 14, section 3.1.8.1)

Answer to question 43: There is an Info Line that currently exists. Contractor is expected to staff and provide resources to support and maintain.

Question 44: Is the prime contractor required to meet the minimum requirement of having at least 7 years of experience in the design, implementation, and management of integrated health service delivery systems for Medicaid populations and populations with special needs, or can this requirement be met by a combination of prime and subcontractor qualifications? (page 22, section 4)

Answer to question 44: It is the State's desire for the prime contractor to meet the required experience, but will consider the requirement being met by a combination of prime and subcontractor qualifications.

Question 45: Given the large and diverse group of resources being sought through this RFP, would the State consider selecting multiple firms to support EOHHS' project needs? (page 22, section 4.1.1)

Answer to question 45: The State is seeking one prime contractor with possible subcontractors.

Question 46: How many office spaces will be made available for Contractor personnel? (page 23, section 4.1.7.1)

Answer to question 46: to be determined

Question 47: Both Section 5.2 and 5.4 request an organizational chart and resumes. Would it be acceptable to focus our response to Section 5.2 on our corporate experience and put staffing information in Section 5.4? (page 24-25, section 5.2, 5.4)

Answer to question 47: This would be acceptable

Question 48: #3 at the bottom of page 28 requests “resumes of key staff...” Are you seeking resumes for all of the positions described on pages 30-33 or only key personnel? If the latter, does the State have a preference for which team members are designated as key personnel or is it up for proposers to designate those individuals we view as “key”? (page 28, section 8)

Answer to question 48: Resumes of key staff are required. Key staff must be identified for management/leadership and for all tasks/activities.

Question 49: Are any of the list of estimated FTE positions requested in this RFP currently filled by an incumbent contractor? If so, which positions are currently filled? Will there be a transition period with the current contractor to facilitate a smooth transition? (pages 30-33, Attachment A)

Answer to question 49: Yes, the majority of positions are filled by current Contractor. A transition plan will be developed.

Question 50: Is it the State's expectation that all of these resources will work on site at EOHHS offices or can some of the work be performed off-site at the Contractor's offices? (pages 30-33, Attachment A)

Answer to question 50: Due to the dynamic environment necessary for day to day interaction, it is necessary that the vast majority of staff work on-site, however, the State is open to some work being completed offsite.

Question 51: Some of the Task 2 and Task 3 positions include actuarial analysis as part of the position description and/or staff qualifications. Are all of the positions required to have actuarial experience or is it acceptable for a subset of these roles to be actuaries? (pages 30-33, Attachment A)

Answer to question 51: A subset would be acceptable.

Question 52: Attachment A – 1 requests proposers to define the number of hours for one FTE. To help ensure consistency among proposers' resource allocation plans and cost proposals, would the State please provide its definition of one FTE for all proposers to use? (page 34, Attachment A 1)

Answer to question 52: FTE = 40 hours per week

Question 53: If any of the roles requested in Attachment A are currently being provided by a Contractor, would the State please provide the current hourly rates for these resources? (page 34, Attachment A 1)

Answer to question 53: No

Question 54: As a privately held firm, we are not required to have an external audit performed. Would the State accept alternate language to address this requirement? (page 62, Attachment E - Model Contract, PAR 24)

Answer to question 54: No

Question 55: Would the State consider extending the submission deadline for proposals by 1 week to May 26, 2016? An additional week will enable bidders to more effectively respond to the full scope and breadth of the required tasks.

Answer to question 55: No, we are unable to extend the submission deadline.